

**PROGRAM SPECIALIST**  
**GS-0301-13**

**I. INTRODUCTION**

This position is located in the Department of Labor (DOL), Employment and Training Administration (ETA). The position requires the performance of a variety of program-related assignments. The incumbent reviews plans, analyzes and develops program requirements, establishes and revises operating procedures, reviews operations, and provides technical assistance.

**II. MAJOR DUTIES AND RESPONSIBILITIES**

Serves as an agency expert.

Provides authoritative advice and consultation to ETA officials and customers. Recommends new approaches and alternatives to address current or anticipated problems.

Negotiates acceptable agreements to resolve conflicts and controversial disputes. Elicits support of program officials, customers and other concerned parties.

Provides leadership in formulating methods for getting results through cooperative efforts.

Develops national guideline material. Develops and applies new methods and techniques to solve problems where existing guides are largely inapplicable.

Studies new and proposed legislation and regulations to determine impact on the program.

**III. FACTOR LEVELS**

Factor 1 - Knowledge Required by the Position	FL 1-8	1550 pts.
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Comprehensive knowledge of the range of laws, regulations, principles and methods applicable to assigned programs sufficient to provide authoritative advice and develop new approaches.

Comprehensive knowledge of program objectives and requirements sufficient to resolve controversial disputes, address problems not susceptible to resolution by existing methods, and develop alternative approaches.

Skill in oral and written communications sufficient to advise and consult with a variety of customers, present findings and recommendations, negotiate agreements, and secure cooperation.

Factor 2 - Supervisory Controls	FL 2-4	450 pts.
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The incumbent independently plans, organizes and conducts all phases of the project. This frequently involves definitive interpretation of regulations and study procedures, and the initial application of new methods. The employee informs the supervisor of potentially controversial issues. Completed projects are reviewed by the supervisor for compatibility with organizational goals, guidelines, and effectiveness in achieving intended objectives. The supervisor may develop a performance management plan identifying office specific duties for the incumbent to perform.

Factor 3 - Guidelines

FL 3-4

450 pts.

Guidelines include program legislation, regulations and objectives. The existing guides are largely inapplicable and provide inadequate guidance on major problem areas and issues. The incumbent uses initiative and resourcefulness in interpreting and applying these guides and in developing more specific guidelines.

Factor 4 - Complexity

FL 4-5

325 pts.

The work consists of projects which require review and analysis of a variety of interrelated issues. Decisions about how to proceed in planning, organizing, and conducting the project are complicated by conflicting program goals and objectives. The employee decides on the approach to be used, interprets program data, develops proposed changes, and anticipates the effects and outcome. The incumbent develops and applies new methods and techniques to solve problems not susceptible to resolution by existing approaches.

Factor 5 - Scope and Effect

FL 5-5

325 pts.

The purpose of the work is to perform a wide variety of program assignments including reviewing plans, analyzing and developing program requirements, establishing and revising operating procedures, reviewing operations, and providing technical assistance to customers. Recommendations may result in changes in the way the program is conducted. The work affects the quality and quantity of services provided to customers and the attainment of program objectives.

Factor 6/7 - Personal Contacts/Purpose of Contacts

Level 3.c.

180 pts.

Contacts are with persons outside the organization and with high level program officials in moderately unstructured settings. The purpose of contacts is to influence managers or other officials to accept and implement findings and recommendations on program changes and improvement.

Factor 8 - Physical Demands

FL 8-1

5 pts.

No unusual physical exertion is required.

Factor 9 - Work Environment

FL 9-1

5 pts.

The work is generally performed in a office setting. Occasional travel by any means of government or public transportation may be required.

TOTAL = 3290 pts.

#### IV. UNIQUE POSITION REQUIREMENTS